

TOWN OF BLACKSBURG

Monthly Report ~ October 2004

EXECUTIVE DEPARTMENT

HUMAN RESOURCES

- ❖ Prepared advertisements and postings, recorded EEO data for applicants, prepared transmittals for departments, reviewed interview questions and processed returned applications for all October transactions. The following positions were posted during the month:
 - Fire Inspector - Fire
 - School Crossing Guard (Wage) – Police
 - Landscape Assistants (Wage) – Public Works
 - Water Safety Instructor (Wage) – Recreation
 - Bus Operators (Wage) – Transit
 - Dispatcher/Bus Operator (Wage) - Transit
- ❖ Conducted no New Hire Sessions for Pay Plan employees this month.
- ❖ Conducted no Exit Interviews this month.
- ❖ Processed 117 status changes and 2 benefit changes.
- ❖ Assisted supervisors with EAP referrals, employee issues, disciplinary actions, investigations, and grievances; in conjunction with the Town Manager as necessary.
- ❖ Met with and assisted employees regarding work related issues or concerns.
- ❖ Obtained clarification on the FLSA adherence of the Town's Exempt Leave Policy from Victor Cardwell of Woods, Rogers & Hazelgrove.
- ❖ Assisted employees with VRS retirement estimates and purchase of prior service calculations.
- ❖ Distributed VRS Fall bulletin to members.
- ❖ Prepared an application for retirement for a Public Works employee, preparing several estimates of benefits for his review.
- ❖ Reviewed and made necessary revisions to the composite history questionnaire and oral interview questions that will be used for Police Officer screening and selection.
- ❖ The Employee Advisory Team meeting for October was delayed to November 2, 2004.
- ❖ Prepared a FOIA request on the supervisors/managers at Blacksburg Transit.
- ❖ Coordinated the annual Halloween festivities for Town employees. Activities included the department decorating contest, costume contest, and luncheon social in the Town Manager's Suite. A large number of employees turned out for this event.
- ❖ Prepared the census of employees eligible for coverage under the Town's medical and dental insurance policies. This data was forwarded to consultant for the Consortium to be used in the RFP process for July 2005 health insurance coverage.
- ❖ Attended the consortium meeting to establish the timeline for the RFP process for July 2005 coverage. The anticipated date for the selection of the carrier and refining of premiums has been moved up to March 1, 2005, to assist in the preparation of the budget. Anticipated increases in medical premiums are currently estimated at 14% above this year's premiums.
- ❖ Attended the VA Society of Human Resources Management conference in Richmond, attending numerous sessions on human resources topics.
- ❖ Attended the monthly NRV Society of Human Resources Management meeting in Christiansburg.
- ❖ Attended the Business Decisions Forum in Wytheville, sponsored by the region's SHRM chapters.
- ❖ Attended the meeting of the Executive Committee of the Board of Directors for United Way.
- ❖ Coordinated the United Way Week of Caring for Town employees. Activities included various opportunities for employees to volunteer their time to different United Way agencies, as well as a blood drive for the American Red Cross. A baby shower was held at the end of the week for the Children's Home Society. The shower items will be donated to this organization for use with newborns that are in the home's care until placed with an adoptive family.
- ❖ Prepared monthly evaluation notices and past due notices for applicable Directors.
- ❖ Continued to assist employees with processing of claims from Southern Health Plan.
- ❖ Processed workers' compensation claims and provider invoices for the month.
- ❖ Continued the recognition of employees by sending cards to all employees celebrating a birthday, marriage, or birth of a child in October.

WTOB/COMMUNITY RELATIONS

The Community Relations Manager began or completed the following projects in the month of October:

- ❖ Continued working on an ICSC Alliance Program with Diane Akers of the Blacksburg Partnership, Shane Adams of the Montgomery Chamber, Mike Poldiak of New River Valley Mall, and Sue Drzal of the Downtown Merchants Association. The event is tentatively scheduled for January in Blacksburg.
- ❖ Participated in the EMT retreat at the NRV Competitiveness Center
- ❖ Finalized plans for the November 4 panel discussion on the Odd Fellows Hall and New Town area
- ❖ Continued to serve as staff to the Blacksburg Museum Committee and support for the Blacksburg Partnership retail recruitment efforts.
- ❖ Hired Jessica Snow as Museum Coordinator. Jessica comes to the Town from Ken Farmer Auctioneers. She has a Masters Degree in Art History from University of Virginia, and an undergraduate degree in Art History from Duke University.
- ❖ Successfully completed the 2004 Citizens Academy and each of the 11 participants graduated.
- ❖ Continue to administer the Blacksburg Alert system. There are currently 1628 subscribers.
- ❖ Finalizing the Town's Emergency Resource Guide.
- ❖ Scheduled Museum Coordinator interviews.
- ❖ Continued working with the web team and Planning and Engineering on a web based projects database.
- ❖ Began working with a Town team on the development of a notification policy.
- ❖ Began working with the Neighborhood Enhancement Coordinator to brainstorm campaign ideas for Pick it up Blacksburg.
- ❖ Began working on the January issue of About Town.
- ❖ Finalized the 2005 Town Calendar.
- ❖ Finalized the 2004 Annual Report for the web.
- ❖ Volunteered to work with the Rotary Club and the Cranwell International Center on an International Peace Garden event for the spring.
- ❖ Agreed to speak about the Town of Blacksburg Citizens Academy at the February VLGMA conference in Roanoke.

WTOB Programs Produced in August

- ❖ *Blacksburg Newsline* produced by Derley Aguilar: News magazine program featuring Blacksburg Alert Award, introduction of @Your Request system, Montgomery County TACT team, a review of the Virginia Statewide Neighborhood Conference, and election information.
- ❖ *Senior Living* produced by Chip Herman: in production—Veteran's Day special.
- ❖ *eneRGy: Your Recreation Guide* produced by Jennifer Tuttle: featuring cake decorating.

Special Productions

- ❖ *Blacksburg Sports Club*: taped 1 guest speaker
- ❖ *BHS Football*: taped games v. Northside and Pulaski County
- ❖ *League of Women Voters presents... The Impact of the Media on the 2004 Elections*: paid production.
- ❖ *BT Access Public Hearing*

Notes

- ❖ Public Access
 - *New River Valley Broadband Initiative* began airing on WTOB for the duration of 1 month. This program is produced by Radford University.
 - *Nickel and Dimed* also began airing on WTOB for the duration of a month.
- ❖ Derley Aguilar performed a test of the Emergency Alert System.
- ❖ Derley Aguilar attended a meeting for the NSF Digital Government project.
- ❖ Derley Aguilar met with Cindy Mitchell and Kim Radford, Marketing teachers at Blacksburg High School to finalize plans for WTOB Night.
- ❖ WTOB Night was a success! More than 80 fans picked up drink jerseys with the coupon promotional that was organized through the concession stand. Nearly 400 pom poms were passed out to fans. Six promotional fleece blankets were also given out after names were drawn.
- ❖ *How to Ride the Bus* program began airing on WTOB following the BT Access Public Hearing.
- ❖ Derley Aguilar had her annual review.
- ❖ Chip Herman completed the first PSA for the Planning Commission Agenda. It will air after Town Council Meetings and when other timeslots are available.
- ❖ Derley Aguilar attended the October 2004 BTAC meeting. A graduate student, Ming Luo, at Virginia Tech (Computer Science) brought his idea of taking Channel 2's signal and streaming it live on the internet. The Committee approved and fully supported this effort.

- ❖ Jennifer Tuttle is organizing a focus group to discuss WTOB's newest program eneRGy. The group is comprised of town employees and is tentatively scheduled to meet on Nov. 12.
- ❖ Chip Herman and Jennifer Tuttle planned their WTOB presentation for the elementary school field trip on Nov. 1. Derley Aguilar and intern Cassie Umberger organized the field trip for the town and Harding Elementary and Blacksburg New School.
- ❖ Derley Aguilar participated in panel interviews for the Museum Coordinator.
- ❖ Jennifer Tuttle is producing a wrap-up video about the Statewide Neighborhood Conference, including post-conference interviews with organizers and hosts. This video will be provided to other localities at the request of the Planning and Engineering Department.
- ❖ Production Assistant Alex Smith resigned. His last day was October 26, 2004.
- ❖ Approximately 30 announcements were added to the bulletin board.

Web Administration

Updates

- ❖ About Town
- ❖ 2004 Annual Report
- ❖ Town Council Pages
- ❖ Refuse and Recycling
- ❖ General updates of links
- ❖ Police press and announcements
- ❖ Blacksburg Transit
- ❖ Parks and Recreation
 - General edits and maintenance
 - Updated schedules
- ❖ Maintenance of eNews
 - News Releases
 - Echols Traffic Study
 - Miller South Side
 - Northside Planned Community
- ❖ On going projects
 - General maintenance to include site search for and removal of orphan files and dead links, and error corrections
 - Town Council Web Cast Updates
 - General editing of content

Web Projects

- ❖ Continue implementation of new design for all department pages
- ❖ Complete Design of projects application
- ❖ Begin code flow chart and database design for Projects pages
- ❖ Begin redesign of Department Pages

Other

- ❖ Organized web team meeting

HOUSING AND COMMUNITY DEVELOPMENT

- ❖ Assisted Community Housing Partners in acquiring land for 8 housing units on Prospect Street for the Roanoke-Lee Street Project.
- ❖ Approved construction contract for 506 Woolwine St. to replace house.
- ❖ Spoke at Planner's Certification Seminar in Roanoke.
- ❖ Led Townscape Committee discussion on affordable housing initiatives.

Neighborhood Enhancement Program

- ❖ Partnered with Neighborhood Planning and hosted 5th Annual State Neighborhood Planning Conference at Donaldson Brown Center.
- ❖ Greek House historical use research is underway for November 2004.
- ❖ Completing research for partnership with NRV Conflict Transformation Center for mediation services.
- ❖ VT game day parking info now available on Town's Home Page managed by Community Relations Office.
- ❖ Coordinate Town Gown Community Relations Committee for October 21st. Topics: Recycling, Mediation, Annual Judicial Affairs report
- ❖ Met with Community Relations Officer on new litter collection campaign for Spring 2005.
- ❖ Distributed over 5,000 door-hanger educating residents on alcohol consumption in conjunction with the Alcohol Coalition and ABC Grant.

- ❖ Met with New River Apartment Council to update them on Town NEP activities, to include coalition partnership with ABC Grant.

Code Enforcement/Public Nuisance Abatement Summary By Type of Violation

Description	No. cases	No. LMI(% of cases)	Percent of total
Tall grass & weeds	10	10 (100%)	5.2
Debris	33	31(94%)	17.0
Inoperable vehicles	8	6(75%)	4.1
Address numbering	0	0	0
Trash collection	113	96(85%)	58.3
Property Maintenance	0	0	0
Zoning*	14	14(100%)	7.2
Encroachments	16	11(69)	8.2
Other	0	0	0
TOTAL addressed this month.	194	168 (87%)	100

Complaints received: 11 (5.7% of total caseload) 4 LMI (36%)

Projects closed this month: 221 (167 LMI, 75%)

Citizen evaluation forms: 2 – Ranked Good

Number of Downtown Cases: 8 (4.1% of total)

Number of Commercial Cases: 3 (1.6% of total)

Number of letters or notices written: 37 (19.2% of total caseload) 24 LMI (63%)

Projects contractor hired for: 1 (Vacant lot – Airport Rd.)

TECHNOLOGY DEPARTMENT

- ❖ Finance facilitated a major upgrade to the HTE Enterprise database system.
- ❖ Director attended a HTE Board of Directors Conference in Toronto, ON
- ❖ Director met with other staff members to consider a stipend for the use of personal cell phones
- ❖ Technology is working with VT researchers to look into different streaming video technologies.
- ❖ Work continues on the wireless RFP – we have interviewed some of the vendors and should make a decision in November
- ❖ The Web Team is working on a new project web page to make it easier for citizens to understand projects that are pending or in progress and this will also make it easier for staff to post information in a timely manner.
- ❖ Town Council laptops have been delivered
- ❖ BTAC had its monthly meeting
- ❖ Technology is working with Public Works and Planning and Engineering to install conduit under Main Street at the Clay Street intersection. This will give us an additional path to cross Main Street for telecommunications projects.
- ❖ Technology replacement is underway – five core servers have been replaced. In addition we are upgrade our data backup and archival capabilities.
- ❖ Technology has ordered most of the staff computers for this year – we will be installing these over the next two months
- ❖ Technology continues to work with Parks and Rec staff to regarding improving the use of the RecTrak database system and credit card payments.
- ❖ The Fiber linking to Old Town Hall, Rescue, and Town Hall is almost complete. Testing is being done and the electronic components are on order.
- ❖ Staff met with Andrea Kavenau to discuss the Citizen Communications Grant she has been awarded from the NSF.
- ❖ The AtYourRequest system has been improved to now allow individuals to add an email address or phone number for case follow up.
- ❖ Technology is working with Tele-Works to determine the next steps in improving information delivery to the citizens of the community
- ❖ Technology is working with the Community Relations Office to upgrade the Web site and improve communication delivery.
- ❖ Technology is working with Rescue and Fire Departments to start the process of finding a common database system that will integrate with the Police database system.
- ❖ Staff met with Draper Aden consultants to look at possible SCADA systems for our pump stations.

Teams and Associations

FINANCE DEPARTMENT

ACCOUNTING DIVISION

- ❖ List of New Businesses for October, 2004-Attached List
- ❖ Major revenue collections year-to-date as of October, 2004
 - Real Estate Taxes \$ 30,968 1.0% of budget
 - Decals \$ 46,913 15.9% of budget
 - Meals Taxes \$ 578,203 27.8% of budget
 - Hotel Taxes \$ 117,843 28.1% of budget
 - Cigarette Taxes \$ 154,861 46.2% of budget
 - Sales Taxes \$ 363,844 33.6% of budget
 - Consumer Utility Tax \$ 271,831 22.8% of budget
- ❖ Year-end close.
- ❖ Senior Accounting Technician attended Collection Conference in Lexington.
- ❖ Payroll Coordinator attended Fair Standard Labor Law training.
- ❖ Mailed Real Estate Tax bills the week of October 25.

UTILITY BILLING DIVISION

- ❖ Number of connections 115
- ❖ Number of work orders 50
- ❖ Percent of waste stream recycled 14.2%
(curbside program)
- ❖ Disconnects for non-payment of accounts 57
- ❖ Delinquent Notices Mailed 817
- ❖ Direct Debit Accounts 1,023
- ❖ Internet Payments Received 340
- ❖ Internet Accounts Enabled 1,308
- ❖ Collected \$2,095.31 on delinquent final accounts that had ignored all Town communications. Used Set-off debt, VEC, Tech directory and telephone book to track down these accounts.
- ❖ Testing new version of State Set Off Debt Program.
- ❖ Utility Billing Manager attended Collection Conference in Lexington.
- ❖ Irrigation meter credits issued on October bills.

PURCHASING DIVISION

- ❖ Awarded bids/RFP on: CDBG Projects 505 Lee Street and 506 Woolwine.
- ❖ Renewed contract:
- ❖ RFP's/Bids Issued: AVL Software and Equipment/Materials; Safety Storage Building; Construction of Sewer Lining; A/E Services for South Main Fire Station.
- ❖ RFP's/bids being evaluated: Household Hazardous Waste Day; Engineering Services – Cedar Run; Wireless Infrastructure; Transit Consultant; Odd Fellow Study; Bennett House Renovation; Sewer Pump.
- ❖ Upcoming RFP's and bids: Credit Cards, Radio Maintenance, Cell phones; Heritage Park House; Office Supplies; Miscellaneous Asphalt; Backhoe; Town letterhead; Road Tractor; Utility Pipe/Fittings for 2005.
- ❖ Quotes/Informal Bids: Cargo Van for Public Works; Passenger Van for Parks and Recreation.
- ❖ Electronic Auction Sales: \$759.31 sold in October.
- ❖ Physical Auction on October 15 collected \$4,974.00.
- ❖ Purchase Orders Issued 87 unavailable
- ❖ Blank Orders Utilized unavailable for October
- ❖ Inventory Issues 299 \$9,493

ADMINISTRATION/MANAGEMENT INFORMATION SYSTEMS DIVISION

- ❖ Working on Internet (Click 2 Gov) Vendor Registration application.
- ❖ Preparing for FY 04 year end.
- ❖ Working on FY 06 Capital Improvement Project
- ❖ Working on Version 3 upgrade to H T E Financial Management System.
- ❖ Working on 2004 bond offering for \$3,800,000.

New Businesses for October, 2004

Name	Address
Absolute It	710 Elizabeth Drive
C & G Moving	1905 Carroll Drive
Easy Chair Bookstore	101 South Main Street #01
FCI Towers	Out of Town Contractor
First Community Bank	1906 South Main Street #06
Kid's Heaven Child Care and Learning Center	106 Southpark Drive #C
Kronos Incorporated	1715 Pratt Drive Suite 3700
Lisk, Robert F General Contractor	Out of Town Contractor
MAB Proto	106 Broce Drive
Morning Glory Café	2265 Kraft Drive
New Style Cleaning and More	1001 University City Boulevard
Radford & Associates	2001 South Main Street #107
Simplicity	105 Faystone Drive
Sink, John Christopher	203 College Avenue #A
The Cut	208 South Main Street
Tina Dickerson	Peddler
Venture Construction Company	Out of Town Contractor
Wildbeads	509 Monte Vista Drive

PARKS AND RECREATION DEPARTMENT

- ❖ The Aquatic Center collected \$7,963.99 for 3,083 participants.
- ❖ The Golf Course collected \$11,978.17 for 832 participants.
- ❖ The Community Center and Senior Division collected \$12,103.29 for programs and rentals.
- ❖ The rest of the divisions collected \$3,191.92 for programs offered.
- ❖ Rec Trac is live at the main office with credit card issues being worked on. We are looking into changing vendors for credit card transactions.
- ❖ Pee-Wee Basketball and Girls' Basketball has started, and Boys' Basketball registration will end in November.
- ❖ On Parents' Weekend, BPRD sponsored a Car Show at University Mall.
- ❖ The Halloween Carnival had over 1,000 people attend, including children and their parents.
- ❖ Again, weather had a "dampening" effect on the Golf Course business. All of Tech football noon starts continue to hurt participation.
- ❖ Aquatic Center conducted a back-board and spinal management training session that had 100% attendance from their staff. The guards also swam for fitness.
- ❖ Director met with VDOT and CDAC on the possibility of running the Loop Trail on the Smart Road property.
- ❖ Director lead supervisory staff in review of the Vision Plan.
- ❖ Director sat on the interview panel for the History Position.
- ❖ Public Works started trail work on the Heritage Park.
- ❖ Director spoke to the New-Comers Club about recreation in our area.
- ❖ Supervisors submitted CIP information and Director finalized the report for the Assistant Town Manager.
- ❖ Director met with local builders who were interested in submitting a proposal for the Bennett House re-construction.
- ❖ Director and accountant presented to the International Student Group about town recreational services.
- ❖ Director involved in meetings concerning the right-of-way vacation at Hearthstone Drive.
- ❖ Directory and Bill Ellenbogen met with the Agricultural Dean at VA Tech to tour the future Huckleberry Trail connection possibilities.
- ❖ Director participated in riparian workshop and hosted the participants at the Heritage Park part of the tour.
- ❖ Director and LEED Team met with Colin Arnold of Community Housing Partners concerning the proposal for the design of the Nature Center.
- ❖ Director received grant for \$7,500 from the division of energy, mines and minerals to future expand the scope of the Nature Center design.
- ❖ Director lead team building exercises for the P&E retreat.
- ❖ Director and Town Engineer met with Anderson & Assoc. concerning the bridge crossing at the Heritage Park. Concerns with FEMA maps and bridge sizes are being discussed.
- ❖ Director organized with other local directors to decorate Selu Conservancy for the Retirement Gala for the 4 Radford professors. This event was sponsored by VRPS.

PLANNING AND ENGINEERING DEPARTMENT

PLANNING AND DEVELOPMENT DIVISION

Comprehensive Planning

Long Range Planning Subcommittee of the Planning Commission

Town staff reviewed the current policies and previous actions for vacations of rights-of-way as set forth in the Comprehensive Plan. In addition, staff highlighted the upcoming Annual Comprehensive Plan amendment process that will begin in January of 2005. Applications for amendments must be submitted between December 1, 2004 and January 2, 2005. The Long Range Committee will review the requests in January 2005 to determine if they merit inclusion into the annual amendment package.



Alexander Black House Renovation

Town staff reviewed and commented on the Phase I work completed by Archetype, on the Black House renovation project.

Metropolitan Planning Organization (MPO)

Town staff worked with Montgomery County, Town of Christiansburg, and MPO staff to finalize and approve population and employment data for the current year and the year 2030 projections. This information is vital to the regional transportation planning efforts underway by the MPO.



Neighborhood Planning

Miller Southside Neighborhood Master Plan

The Citizen Task Force continued revisions to the master plan addressing public comments and completing sections of the plan. The final draft is scheduled to be completed by December 1st of 2004 and distributed to the public for review.



Virginia Statewide Neighborhood Conference

The 5th Annual Virginia Statewide Neighborhood Conference was held on October 8th and 9th 2004 at the Donaldson Brown Hotel and Conference Center on the Virginia Tech campus. The conference was attended by over 150 people and was a huge success. Over 50 Blacksburg residents registered for the conference. Twenty students from the Blacksburg Middle School's Civics class attended and gave it raving reviews. Staff is already working with the Conference Planning Committee to plan next year's conference to be held in Norfolk, Virginia. Any residents interested in more information or attending next years conference should contact Chris Lawrence, Town Planner - Comprehensive Planning, at (540) 951-4446 or email at clawrence@blacksburg.gov.



Development Administration

Planning Commission

The Planning Commission approved Ordinance 1369, Annual Zoning Ordinance and Subdivision Ordinance review.

HDRB

The Historic / Design Review Board reviewed Northside Planned Residential Community pattern book.

Environment Quality and Land Use

The Environmental Quality and Land Use committee reviewed six projects at their October 2004 meeting:

- ❖ SUP 04-005 – 608 & 610 South Main Street - Located in the Midtown South neighborhood. Special Use Permit for General Office use, Wall Law Office. The committee recommended a 30-day deferral to address issues discussed at the neighborhood meeting and committee recommendations regarding location of the driveway.
- ❖ SUP 04-007 – 801 Orchard Street - Located in the Kabrich-Crescent neighborhood. Special Use Permit for Personal Services use, Paul Smith Nail Salon. The committee recommended a 30-day deferral to provide an architectural sketch and review by the Historic and Design Review Board.
- ❖ SUP 04-008 – 500 South Main Street - Located in the Miller Southside neighborhood. Special Use Permit for General Office use, Snyder and Associates Office. The committee recommended approval.
- ❖ SUP 04-009 – 1303 Palmer Drive - Located in the Grissom/Highland neighborhood. Amendment to Special Use Permit for Major Utility use, Town of Blacksburg Water Tank. The committee recommended approval.

- ❖ Ordinance 1371 - 2300 block, North Main Street & 2200 block, Progress Street - Located in the Northside Park neighborhood. Conditional zoning from Low Density Residential (R-4) zoning district to Planned Residential (PR) zoning district for the Northside Planned Residential Community. The committee recommended approval with conditions.
- ❖ Ordinance 1374 - 1611 Whipple Drive - Located in the Main/Patrick Henry neighborhood. Conditional zoning from Transitional Residential (R-5) and Planned Manufactured Home (PMH) zoning district to Planned Residential (PR) zoning district for the Givens Village (Echols Village). The committee recommended approval with conditions.

Development Approvals

Site Plans

None

Subdivisions

SUB 04-025 - 510 Lee Street, Dickerson Estates. Located in the Downtown Eastside neighborhood.

Board of Zoning Appeals

BZA 091004 - 506 Woolwine Street. Located in the Downtown Eastside neighborhood. Faith Christian Church, minimum setback requirements, Section 3052(c). The Board approved.

Zoning Enforcement

Violations:

3 new zoning violation notifications

4 zoning violation enforcements in progress

2 zoning violations corrected

ENGINEERING DIVISION

Water System Projects



Highland Park Tank

The painting of the tank and interior piping is completed and the contractor has begun the site grading and installation of the exterior tank piping. As a result of the heavy rain associated with the recent hurricanes, a 30 day contract extension has been requested and approved due to the additional time required to install the closure and compaction grouting. Once the exterior piping is completed, the tank will be disinfected and upon successful water quality testing, the tank will be placed into service. The revised date that the tank will be placed into service is now the first part of December 2004.

Backflow Program

Statistics are as follows:

- ❖ New residential backflows installed and inspected: 15
- ❖ New commercial backflows installed and test witnessed: 2
- ❖ New Town facility backflows installed and tested: 2
- ❖ Annual backflow tests completed: 29
- ❖ Backflow surveys: 6
- ❖ Permit value total: 0

Water Quality Testing

Staff met with consultants to discuss methods and costs of doing a comprehensive study of the Toms Creek Riparian Corridor as suggested by Long Range Committee.

- ❖ Performed 12 Chlorine Residual Tests
- ❖ Performed 0 water bacteria tests for new lines

Sewer System Projects

Inflow and Infiltration

Brochures for I&I were sent out with utility bills and displayed at Town facilities.

- ❖ Performed 1 Commercial I&I inspection
- ❖ Performed 11 Residential I&I inspections through Rental Program

Industrial Discharge Program

Staff is following up on Industrial Discharge surveys sent out last month. The survey is required of DEQ every 5 years. Staff reviewed monthly numbers for all Industrial Discharge permit holders and all were found to be in compliance with the Town's permit requirements.

- ❖ Town renewed 1 Industrial Discharge permit to Federal Mogul

Grease/Oil Program

- ❖ Town staff inspected 2 businesses for grease violations
- ❖ Staff sent out 1 bill for clearing a grease backup

New Industrial Park Pump Station

DAA submitted a draft PER to the Town for review and is awaiting comments and additional data from the IDA.

Murphy Pump Station

A Notice To Proceed with an effective date of October 18, 2004 was issued. HT Bolling, the developers contractor, has completed rough grading and a construction entrance. The Town's engineer revised plans to resolve a waterline conflict and adjust the manhole rim elevations to match developer's final grades. These plans will be reissued.

Street Projects**Streetlight Management**

Petitions for streetlights on Southgate Drive and on Yellow Sulphur Road continue to be received. Staff met with Southgate Drive residents at a neighborhood meeting last month to answer questions. Streetlights were checked this month and 11 lights were reported as being out. Staff continues to record exact locations for all streetlights using the Town's Global Positioning System (GPS).

Downtown Improvement Project

The Downtown Streetscape is 98% complete. The paving, light poles, trees, and the remainder of the landscaping has been completed with the street marking to be completed soon. One trash can remains to be installed which is on back order and will be put in as soon as it arrives.

Stanger/Prices Fork Hazard Mitigation Project

Town staff is evaluating a proposal that will improve the intersection by replacing the cabinet and completing some additional wiring. This will allow all the equipment to work together ultimately activating the pedestrian crossing signals and configuring the phasing in the intersection with the most optimal timing for the demand.

VDOT Urban Projects

Staff has attended pre-scoping meetings with VDOT on the following projects: North Main Street widening from Giles Road to Mount Tabor Road, various intersection improvements, and Main Street improvements from College Avenue to Prices Fork Road.

College Avenue Enhancement Grant

Town staff held a kickoff meeting on October 4, 2004. Preparation of a draft RFP for review by the selection committee is underway.

Stormwater Projects**Givens Pond**

Staff completed a design for a stormwater retention pond on Thatch Winslow's property on Given's Lane. Town staff has scheduled a meeting in early November of 2004 to discuss the physical characteristics of the pond with the landowner.

Wong Park Stormwater Ponds

Construction has finished on the ponds. Town crews have seeded the area and are checking regularly on erosion and sediment control measures.

Montgomery Street Stormwater Improvements

The second phase of the stormwater improvements to the Bennett Hill/Progress Neighborhood area is to install curb and gutter, and storm drains along Montgomery Street. Public works crews have begun installation of the piping from the Wong Ponds up toward Montgomery Street.

Sidewalks / Trails**Heritage Park – Tom's Creek Low Water Bridge**

Staff responded with comments and revisions to Anderson and Associates bridge design proposal. Staff met with Anderson and Associates and Dean Crane on October 29 of 2004, to discuss the FEMA requirements for a low water bridge. Construction of a low water bridge will require a Letter of Map Revision (LOMR) to the FEMA flood maps with an associated review cost of \$8,000 and up to a year of review. Anderson and Associates is researching the requirements for a free span bridge and a new location which provides the narrowest span possible.

North Main Bike Path

The greenway easement plat and deed for Tried Stone Christian Fellowship has been signed.

Staff awaits the revised easement plat from Anderson and Associates for the J.W. Moore property. They are coordinating signatures with son and daughter.

Traffic NTCP

A meeting summary, attendance sheet, meeting slides, and transportation area map have been posted to the Town's website for all transportation areas within Draper/Preston Neighborhood. Surveys have been drafted and reviewed by transportation area representatives for the Airport/Southgate transportation area. A mailing list for this area has been developed and surveys will be mailed the first week in November of 2004.

The Draper/Preston/Gracelyn transportation area will meet again in February to discuss revising their survey. Meetings for the Draper Extension transportation area and Edgewood transportation area will be scheduled in January and February of 2005 respectively.

Bennett Hill Progress NTCP met on Thursday October the 14th of 2004 in the Community Room at the Blacksburg Branch Library. A meeting summary, attendance sheet, meeting slides, and transportation area map will be posted to the Town's website. Two transportation areas were defined for Giles Road and Progress Street. Surveys will be ready for review by transportation area representatives by the first week in November of 2004.

Alleghany Fincastle NTCP is scheduled to meet Tuesday, November 16, 2004 at 7:00 pm.

GIS DIVISION

Current Projects



AEP Light Pole Inventory

The GIS Division has completed GPS collection of AEP light poles throughout Blacksburg. Data has been compiled for each pole including pole type, location, bulb type, and pole number. This data is attached to the digital location of the light pole and can be retrieved as needed. The purpose of the application is to aid in notification of burned out or damaged lights and to reduce the number of man hours required for night time field work.



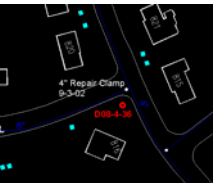
Football Parking Maps

The GIS Division updated football parking maps for this year's football season. These are now on-line on the Town's Website at this link <http://www.blacksburg.gov/parking/index.php>.



Neighborhood Planning Conference

The GIS Division provided mapping and graphic support for the Neighborhood Planning Conference held at Donaldson Brown Hotel and Conference Center on the VPI campus.



Water System Utility Map Update

The GIS Division has begun its annual update of the water utility map books. These books are used in the field for system maintenance and problem identification by Public Works and Planning & Engineering Departments. Field notes of errors and changes are collected annually and updated in the digital files. New books will be published and distributed when the update is finished.



The Virginia Forum for Excellence

The GIS Coordinator attended the Virginia Forum for Excellence held in Richmond with other members of Blacksburg's Leadership Development Team. The group learned about the State's

Senate Productivity and Quality Award and the core values and concepts for integrating key organizational requirements within a results-oriented framework.

BUILDING & INSPECTIONS DIVISION

New Construction

Building Permits Issued

Permits issued: 49
 New dwelling units: 6
 Inspections performed: 428
 Total building permits value: \$27,159.00
 Total value for construction: \$1,646,010.00
 Stop work order administrative fees charged: \$200.00
 Re-inspection fees charged: \$250.00
 Temporary Certificates of Occupancy: \$0

Approved Building Plans

Classic Body Image – 1711 North Main Street Phase 1 and 2

Issued Occupancies – Permanent - Commercial

Sigma Grill – Virginia Tech Corporate Research Center

Property Maintenance Inspections

Rental Inspections

Registered properties: 712
 Rental property inspections: 15
 Re-inspections: 12
 Rental units passed: 22
 Reactive inspections: 16
 Proactive inspections: 4

Miscellaneous Information

The Building Official has been active in the re-structuring of the Downtown Construction Parking Pass and has been reviewing plans for the Easy Chair retail business in downtown (Old Xanadu location). Plans are also currently being discussed with the Architect for Phase II of VT Knowledge Works in the Virginia Tech Corporate Research Park.

The Property Maintenance Official performed Fraternity Inspections at 302 Roanoke Street and 137 Jackson Street, attended the Town Gown meeting for updates, and assisted the Building Official on several inspections. The Property Maintenance Official has also been contacted by the City of Tempe, Arizona with questions concerning Blacksburg's Rental Program.

Building Permits Issued for: August, 2004

Permit #	Applicant/Owner	Location	Contractor	Units	Cost	Code
B-04-000669	Cindy Griffin	1711 North Main Street-Suite 2	Bell Electric	0	15,000	RC
B-04-000721	Fred Schnitzler	110 Turner Street	Venture Construction	0	165,000	RC
B-04-000722	Bob Jaeger	2502 Gloucester Street	Self	0	1,200	ASF
B-04-000723	Mike Kuric	1905 Gardenspring Drive	Michael Kuric Jr., Contractor	0	7,500	RSF
B-04-000725	Stan Whitmarsh	2224 Birch Leaf Lane	Progress Street Builders	1	225,000	NSF
B-04-000726	Jason Poff	1715 Pratt Drive	G. J. Hopkins Inc.	0	4,600	MC
B-04-000727	Paul Ewing	335 Airport Road	Ewing Building and Remodeling	1	350,000	NSF
B-04-000728	Mike Underwood	500-504 Nellie's Cave Road	Mikes Roofing and Remodeling	0	3,157	RMF
B-04-000730	Timothy Lawrence	909 Gracelyn Court	Blue Ridge Home Improvement	0	131,500	ASF
B-04-000731	Richard Reid	2701 Green Meadow Drive	Reid Custom Builders	1	295,000	NSF
B-04-000734	William Aden	2206 South Main Street	Trent Sheppard Inc.	0	12,000	RC
B-04-000735	Bernie Wojciechowski	118 Givens Lane	Multi-Serv General Contractors	0	7,466	ASF
B-04-000736	Scott Noonkester	1800 North Main Street	Self	0	100	ESF
B-04-000737	Clayton Ladd	1320 South Main Street	Alvis Electric	0	500	EC
B-04-000739	Eric Davis	1013 Evergreen Way	Davis Home Improvement	0	2,500	RMF
B-04-000740	Eric Davis	1011 Evergreen Way	Davis Home Improvement	0	2,500	RMF
B-04-000741	Eric Davis	1009 Evergreen Way	Davis Home Improvement	0	2,500	RMF
B-04-000742	David Conroy	601 Preston Avenue	Stone Age Masonry	0	2,500	RSF
B-04-000743	Joyce Graham	1335 Village Way South	Sundown Electric	0	500	EC
B-04-000744	Jay Dickerson	204 Draper Road	Fire Safety Products	0	3,000	MC

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B-04-000745	Richard Barker Jr.	1704 South Main Street	Beneficial Roofing	0	3,800	RC
B-04-000746	Mark Rice	1485 South Main Street	Mark Rice Contractor	0	7,425	RC
B-04-000747	Wayne Radford	1704 South Main Street	Blue Ridge Refrigeration	0	3,000	MC
B-04-000748	Carl Smith	202 Cork Drive	Best Electric Company	0	800	ESF
B-04-000749	Jerry Shepherd	208 Heartwood Crossing	Pearl Water Productions	1	75,000	NSF
B-04-000751	Jerry Shepherd	231 Mountain Breeze Drive	Pearl Water Productions	1	75,000	NSF
B-04-000752	Jerry Shepherd	206 Heartwood Crossing	Pearl Water Productions	1	75,000	NSF
B-04-000753	Kelly Love	801 University City Blvd	Rock Contracting	0	2,000	DI
B-04-000755	Frank Perkovich	1202 South Main Street	Self	0	600	AC
B-04-000756	Gary Buss	708 South Main Street	Self	0	16,000	RSF
B-04-000757	Clyde Mitcham	1914 Sussex Road	Blacksburg Plumbing	0	1,500	RW
B-04-000758	John Whittaker	801 University City Blvd	Whittaker Electric	0	900	EC
B-04-000759	Sue Ellen Martin	2307 Capistrano Street	Blue Ridge Heating and Air	0	5,500	ESF
B-04-000761	Dean M. Saltus	608 Draper Road	Chris Saltus and Sons	0	7,800	RSF
B-04-000763	Marvin Groseclose	125-2000 North Main Street	Chip's Electric Service	0	1000	EC
B-04-000764	Quinter Cook	125-2000 North Main Street	Cook Construction	0	20,000	RC
B-04-000765	Lyndell Keffer	2511 Manchester Street	Self	0	5,000	ASF
B-04-000766	Diane Fenton	1607 Boxwood Drive	Fenton Pump Service	0	2,300	ASF
B-04-000767	Julie Smith	100 Huntington Lane	Strong's	0	1,662	MSF
B-04-000768	William Bebout	2101 Shadow Lake Road	Tony Houff Electric	0	500	EC
B-04-000769	Tom Bowden	209 Sunset Blvd	Tony Houff Electric	0	30,000	RSF
B-04-000770	Kelly Love	801 University City Blvd	Precision Glass	0	2,000	MISC
B-04-000772	David Bernard	118 Country Club Drive	Aquarius Plumbing	0	5,500	RC
B-04-000774	Julie Smith	3500 Transportation Research Drive	Strong's	0	1,700	MC
B-04-000775	Toby Rock	1108 Kam Drive	Rock Contracting	0	35,000	RSF
B-04-000777	Jeff Stosser	515 A-D Houston Street	SAS Construction	0	9,000	RMF
B-04-000778	George Crockett	509 Preston Avenue	Crockett Home Improvement	0	8,000	RSF
B-04-000779	Mike Underwood	1410 Locust Drive	Mike's Roofing and Remodeling	0	3,500	RMF
B-04-000784	Travis Echols	5001 Tall Oaks Drive	New River Lawn Care	0	15,000	ASF
Total Construction Value for October, 2004					1,646,010	
Total New Dwelling Units for October, 2004				6		
Total Number of Permits Issued for October, 2004				49		
Total Number of Inspections for October, 2004				428		
Total Number of Building Permit Fees Collected for October, 2004					27,159	
Total Amount of Stop Work Order Admin Fees Collected October, 2004					200.00	

POLICE DEPARTMENT

OFFICE OF THE CHIEF

- ❖ Accreditation Events: Travel arrangements have been made for the CALEA conference in Austin, Texas December 1-4, 2004. The assessment team's final report has been received, and recommends the department for re-accreditation. Policy study continues to bring the department's directives into compliance with CALEA changes.
- ❖ Recruitment and Selection: Police Officer Recruits Jeffery Cichocki and John Goad continue with their basic law enforcement training at Cardinal Criminal Justice Academy. All reports about their progress have been good. They are scheduled to graduate Friday November 5, 2004. With their graduation and completion of field training the department will be full strength for once. Testing for Police Officer has been completed. Of the 45 applicants, 21 have progressed to the interview phase of the process. Interviews for the 21 candidates have been scheduled for next month.
- ❖ The Chief received and responded to several letters and emails of appreciation and commendation regarding the performance of numerous police personnel.
- ❖ The Chief and staff attended numerous meetings and civic events this month.
- ❖ The tenth Citizens Police Academy is in its eighth week and things are going well.
- ❖ October 25, 2004, the Department hosted a seminar on Autism and law enforcement, over 33 participants from other area law enforcement agencies and numerous employees from Montgomery County schools.
- ❖ The Deer Population Management Program was implemented this month. The overall deer population was reduced by 15.

POLICE OPERATIONS

- ❖ Part I Offenses have increased from 97 reported in September 2004 to 114 reported in October 2004. Larcenies have decreased slightly from 60 reported in September 2004 to 59 in October 2004. Comparing October 2003 to October 2004 we show an 18% increase in Part I offenses. The clearance rate for Part I offenses in September 2004 was 24%. The total Clearance rate for Part I and Part II offenses was 44%.
- ❖ Year-to-date offense (Part I and Part II) has increased 4% from a fiscal year total of 1001 in October 2003 to a fiscal year total 1048 in October 2004.
- ❖ The month of October saw a 6% increase from the previous month in the number of reported noise violations. Uniform personnel responded to 240 reported noise violations, and issued 15 citations for violations of the Town's noise ordinance.
- ❖ Detective personnel were called out to investigate three sexual assault/rape complaints during the month. All three cases are still under investigation.
- ❖ Detective personnel were call out to investigate a suspicious death on North Main Street. The case was referred to Medical Examiners Office as it has been ruled an accidental death.
- ❖ Officer Sedick Hayes apprehended a suspect for vandalism and subsequently charged him with 3 counts of vandalism. The case is still under investigation as there were 22 confirmed locations identified by the suspect that he spray-painted with political slogans.
- ❖ Downtown patrols by the evening and midnight shift bicycle patrol officers, along with other downtown sector units place a total of 45 charges with majority being alcohol related.
- ❖ Evening shift personnel responded to an attempted armed robbery call at the ATM machine located at the Freedom First Credit Union on South Main Street. The investigation is continuing.
- ❖ ABC enforcement operations were conducted twice this month by off-duty personnel and the focus was storefronts with no violations noted,
- ❖ The Mobile Speed Display Units were utilized 8 times at 2 different locations for a total of 76.33 hours, at the following locations: Broce Drive x 6, East Clay Street x 2.
- ❖ Selective Enforcement activities were provided 9 times during the month. Five different locations were targeted for this activity; Airport Rd., Broce Dr., Mabry Lane, McBryde Dr. and University City Blvd. No specific speed enforcement request was received this month. Approximately 4.48 hours were expended on selective enforcement and a grand total of 190 traffic summonses were issued.
- ❖ October 25, 2004, the ERT Team responded to a high risk warrant service call at Whipple Dr. The suspect was considered armed and dangerous according to information received from Radford City Police Department. After exhausting all legal means to attempt service of the warrant, Sgt Glass made the decision to withdraw from the location due to the lack of probable cause.

POLICE SERVICES

- ❖ Police personnel issued a total of 809 parking tickets this month. That figure represents a decrease of 309 from 1118 that were written last month. The majority of the tickets were issued for meter violations 409. While there were tickets written in all categories, other notables included: 91 for no parking, 68 for yellow line, 42 for permit parking, 65 for other violations and 20 for no Town decal.

- ❖ Both generators used to power the police building and radio communications tower were tested and found to be functioning properly and their testing was documented for the CALEA files.
- ❖ Captain Bishop conducted a Towing Advisory Board meeting. The members after much discussion recommended a rate increase for the fees charged in the Department's Towing Agreement which will be effective 11-1-04.

PUBLIC WORKS DEPARTMENT

OPERATIONS DIVISION (Administration, Equipment Operations)

- ❖ Completed the Public Works department Annual Report for FY 2004.
- ❖ Participated in the monthly Sanitary Sewer I&I coordination meeting with the P&E department.
- ❖ Conducted a meeting of the Environmental Management System team to review and discuss EMS workgroup objectives for FY 2004-2005.
- ❖ Hosted the Blacksburg Citizen Academy on September 20th for the Public Works department informational presentations.
- ❖ Participated in the Blacksburg Executive Management Team retreat on September 16th.
- ❖ Town Garage mechanics performed 464 garage service job orders (vehicle repairs, equipment repairs, vehicle washing, field services, state inspections, preventive maintenance, etc.).

PARKS & LANDSCAPE DIVISION (Cemetery, Grounds, Horticulture, Parks, Solid Waste/Recycling)

- ❖ Assisted downtown merchants with the development of trash disposal plan in response to the elimination of some downtown trash service.
- ❖ Developed EMS/P2 initiative to create comprehensive Universal Waste Policy and spill prevention and containment plan.
- ❖ Met with the Chamber of Commerce to assist with their plans for the first annual "Jazzburg" event.
- ❖ Began gathering information for the renovation of the restrooms at Nellie's Cave Park.
- ❖ Re-planted oak trees from the downtown improvement project to Heritage Park.
- ❖ Pruned trees/vegetation in advance of the work on the new Harding Avenue roadside asphalt trail.
- ❖ Removed graffiti in several locations in town parks.
- ❖ Prepared for the annual Fall Cleanup program.
- ❖ Picked up 155 dump truck loads of brush during Brush Collection resulting in labor and equipment costs of \$5,695 or \$94 per load.

PROPERTIES DIVISION (Occupational Safety, Custodial Services, Buildings, Traffic Engineering, Pump Stations)

Occupational Safety Program

- ❖ Conducted one Biohazard class for custodial personnel who are identified to clean up biohazard spills. A total of 8 employees attended.
- ❖ Conducted daily site visits to various public works department work sites throughout the town. Specific areas of increased observation this month were sewer and water operations throughout the town.
- ❖ Developed and published a new Safety Summary brochure.
- ❖ Assisted in reviewing the circumstances surrounding a reportable employee injury from a dump truck.

Maintenance

- ❖ Began remodeling office space at the Armory Building.
- ❖ Installed new safety treads on the stairs and sidewalk steps at Five Chimneys.
- ❖ Replaced 3 doors at sanitary sewer pump stations.
- ❖ Designed a new emergency generator for the Municipal Building.
- ❖ Installed a new water heater at the Municipal Building.

Traffic Engineering

- ❖ Repaired and/or replaced 68 street signs and serviced 45 parking meters.

STREETS DIVISION (Asphalt, Sidewalks, Storm Drains)

- ❖ Completed the new Harding Avenue roadside asphalt trail.
- ❖ Replaced 80' of concrete sidewalk.
- ❖ Replaced 60' of curb and gutter on Rucker Road.
- ❖ Continued to work on Wong Ponds storm drain project.
- ❖ Reseeded a yard on Kennedy Street.
- ❖ Repaired guardrail on E. Roanoke Street and on Webb Street.
- ❖ Cleaned all open storm drain grates prior rainstorms.
- ❖ Repaired asphalt damage on the taxiway at the Airport.
- ❖ Cleaned up after tropical storm Ivan.
- ❖ Performed 68 hours of street sweeping town wide.
- ❖ Performed asphalt repairs at 6 locations town wide.

UTILITIES DIVISION (Water Systems, Sewer Systems)

- ❖ Performed smoke testing at the Gables Shopping Center to identify inflow and infiltration (I&I) problems in sanitary sewer lines.
- ❖ Continued to flush water lines throughout town.
- ❖ Installed a new water tap and a new sewer manhole at the Burruss Tavern on Draper Road. Also built a new meter box.
- ❖ Repaired a water leak on Christopher Drive.
- ❖ Assisted Streets Division in hauling dirt away from the Wong Pond storm drain project.
- ❖ Processed 412 Miss Utility requests to locate Town of Blacksburg water and sewer utilities.
- ❖ Installed 22 new ¾" water meter. Labor, material and equipment costs totaled \$10,200 or \$464 per meter.
- ❖ Performed 200 linear feet of sanitary sewer preventive maintenance (tv inspection) resulting in labor and equipment costs of \$358, or \$1.80 per linear foot.
- ❖ Performed 1,200 linear feet of sanitary sewer preventive maintenance (line cutting) resulting in labor and equipment costs of \$735, or \$0.61 per linear foot.
- ❖ Performed 11 Special Pick-ups (11 loads) resulting in labor and equipment costs of \$1,220 or \$110 per load.

VOLUNTEER FIRE DEPARTMENT

Fire Department responded to 102 incidents: 32% Town = 33 Calls
 11% County = 11 Calls
 57% VPI = 58 Calls
 0% Mutual Aid = 0 Calls

Total Miles Driven: 3653
 Burn Permits issued: 4 yes, 1 no
 Training Hours: 5
 Total Est. Fire Loss: \$0
 Total Incident Man Hours: 121

Training:

- ❖ Toured Food Service Warehouse and Personnel with fire officers.

Committees represented by F. D.:

- ❖ SW VA Fire and Life Safety Coalition
- ❖ SW VA Firefighters Association
- ❖ SW VA Arson Investigators
- ❖ Montgomery County Firefighters Assoc.
- ❖ VA Tech Safety Advisory Committee
- ❖ Mont. Co. Risk Watch Coalition
- ❖ Blacksburg Workplace Safety

Public Fire Education:

- ❖ Open House at Fire Department Station II
- ❖ Fire safety for BUMPS at Station 1, 5 groups
- ❖ Safety Talk and Station Tour for Childrens Nest Day Care
- ❖ Safety Talk and Station Tour for Harding Ave. Kindergarten
- ❖ Safety house and Sparky at NRV Safety Day
- ❖ Safety house and Sparky at Falling Branch Elem.
- ❖ Safety Talk and Station Tour for HENRV Home Educators
- ❖ Safety Talk and Station Tour Blacksburg Head Start
- ❖ Fire truck and gear at Margaret Beeks Elem.
- ❖ Fire truck and gear at Prices Fork Elem.
- ❖ Sparky visited BUMPS classrooms
- ❖ Installed 6 Smoke Detectors in Residences
- ❖ Safety Talk for Phi Kappa Tau Frat. 600 S. Main St.
- ❖ Smoke Detector Demo. for Kipps Science Fair

Inspections:

- ❖ Top of the Stairs, College Ave.
- ❖ 1408 Lucust Dr. Wood Stove Inspection
- ❖ College of Osteopathic Medicine, Sprinkler Inspection
- ❖ Blacksburg United Methodist Church Pre-school
- ❖ Delta Sig Frat. 302 Roanoke St.
- ❖ Frat. Inspection at 137 Jackson St.

Standby:

- ❖ West Virginia us VT Home Football Game
- ❖ Florida A & M VT Home Football Game

VOLUNTEER RESCUE DEPARTMENT

Month/Year October 2004

	This Month	Year To Date
1. Training - # Hours	781	1,434
2. Rescue Calls - # Calls	196	1,854
3. Volunteer hours Expended on Calls	1,200	10,254

		<u>GOAL</u>	<u>MONTH</u>	<u>YR. AVERAGE</u>
4. *Response Times:	TOWN	7.00 MIN	6.23 MIN	7.06 MIN
(Time of dispatch to	COUNTY	12.00 MIN	28.64 MIN	12.5 MIN
on scene)	VPI	5.00 MIN	3.2 MIN	0.4 MIN
5. Reaction Times	TOWN	3.5 MIN	1.98 MIN	2.48 MIN
(time of dispatch	COUNTY	3.5 MIN	2.96 MIN	2.87 MIN
to in-service)	VA TECH	3.5 MIN	0.00 MIN	0.4 MIN

(NA = Not Available)

*** Response times are the crucial element to be considered in evaluation of the service.**

The response times are calculated using all calls regardless of location. Determining an average target for responses is difficult as there are many factors which enter the picture, such as weather, location, time of day, available manpower, etc. However, we continue to strive for our goal.

** County coverage area includes to Giles, Craig and Roanoke County lines.

Totals Calls Answered in the Month of October 2004 :

BREAKDOWN OF CALLS:

Rescue Calls:

LOCATION:

Town	<u>125</u>
County	<u>70</u>
VPI & SU	<u>1</u>
Outside County	<u>0</u>
Total	<u>196</u>

VOLUNTEER HOURS:

Rescue Calls:	<u>1155</u>
Standby / Service Calls:	<u>45</u>

TOTAL: **1200**